

HP OpenView Service Information Portal

Installation Guide

Version: 3.1

Windows® 2000, HP-UX, and Solaris



i n v e n t

Manufacturing Part Number: J4800-90011

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Support

Please visit the HP OpenView web site at:

<http://openview.hp.com/>

There you will find contact information and details about the products, services, and support that HP OpenView offers.

You can go directly to the HP OpenView eCare web site at:

<http://support.openview.hp.com/>

The eCare support site includes:

- Downloadable documentation
- Troubleshooting information
- Patches and updates
- Problem reporting
- Training information
- Support program information

1 Introduction

What This Manual Covers

This manual covers the installation of HP OpenView Service Information Portal (SIP) on a computer using any of the following: Windows 2000, HP-UX, or Solaris.

There are three main tasks to complete during the installation process:

1. Pre-Installation tasks
 - Check that your system meets the minimum requirements for HP OpenView Service Information Portal.
 - Complete important pre-installation steps.
2. Installation of the SIP software
3. Post-Installation tasks

Getting Additional Documentation

Both printable and online documentation are available. The table below lists printable documents available to you on the installation CD as well as the installed file system. All document files are stored in product directories under the following directory:

Windows 2000: %SIP_HOME%\htdocs\C>manuals\
UNIX: /opt/OV/SIP/htdocs/C/manuals/

Online help is available if you need instruction on the SIP user interface. The list of help topics available from the [Help] button on the main portal page differs depending upon the level of editing permissions granted to a user.

Table 1-1 HP OpenView Service Information Portal Documentation

Document Title and Filename	Main Topics
<i>SIP Installation Guide</i> SIP/SIP_Install_Guide.pdf	System Requirements Installation
SIP Deployment and Integration Guide SIP/SIP_Deployment_Integration.pdf	Planning Roadmap for Using SIP Connecting SIP to Management Products Configuring Users and Roles Customizing the Portal Look and Feel Developing Portal Content Segmenting Data By Customer Organization Configuring an Authentication Provider Integrating SIP Into Your Environment Maintenance and Performance
<i>Network Node Manager Integration with SIP</i> NNM/NNM_Integration.pdf	How NNM Works with SIP Communication Between NNM and SIP Required Configuration Steps The NNM Modules: <ul style="list-style-type: none"> • Alarms Module • Network Device Health Module • Topology Module How to use, control, and customize the modules Troubleshooting the modules

Table 1-1 HP OpenView Service Information Portal Documentation

Document Title and Filename	Main Topics
<p><i>OpenView Operations and Service Navigator Integration with SIP</i> OVO-OVSN/OVO_OVSN_Integration.pdf</p>	<p>How OVO and OVSN Work with SIP Communication Between OVO, OVSN, and SIP Required Configuration Steps The Modules:</p> <ul style="list-style-type: none"> • OVO Messages • Service Browser Module • Service Health Module • Service Cards Module • Service Graph Module • Custom Service Views Module <p>How to use, control, and customize the modules</p>
<p><i>OpenView Internet Services Integration with SIP</i> VPIS/OVIS_Integration.pdf</p>	<p>How OVIS Works with SIP Communication Between OVIS and SIP Required Configuration Steps The OVIS Module:</p> <ul style="list-style-type: none"> • Internet Services Module <p>How to use and customize the module</p>
<p><i>OpenView Service Desk Integration with SIP</i> OVSD/OVSD_Integration.pdf</p>	<p>How OVSD Works with SIP Communication Between OVSD and SIP Required Configuration Steps</p>

Table 1-1 HP OpenView Service Information Portal Documentation

Document Title and Filename	Main Topics
<i>OpenView Performance Insight Integration with SIP</i> OVPI/OVPI_Integration.pdf	How OVPI Works with SIP Communication Between OVPI and SIP Required Configuration Steps The OVPI Modules: <ul style="list-style-type: none">• Performance Insight Module• Performance Insight Browser Module
<i>OpenView Reporter Integration with SIP</i> OVR/OVR_Integration.pdf	How OVR Works with SIP Communication Between OVR and SIP Required Configuration Steps

Features and Benefits of HP OpenView Service Information Portal

SIP enables you to give each of your customers a personalized view of the managed environment through the following benefits and features:

- Gives your customers a personalized view:
 - Highly customizable interface using Java Server Pages, XSL, and XML.
 - Per-customer filtering of management data, meaning that your customers see only their own network and service management data, while you, the administrator or operator, can see the data of one, many, or all of your customers.
- Provides information from many sources:
 - Out-of-the-box OpenView Operations (OVO for UNIX and OVO for Windows) and Service Navigator (OVSN) integration, with OVO Reports module for showing customer-segmented data, and drill-down to OVO messages from the Service Browser module.
 - Out-of-the-box OpenView Service Desk (OVSD) integration.
 - Out-of-the-box Network Node Manager (NNM) integration, including an NNM Reports module for displaying customer-segmented report data.
 - Out-of-the-box OpenView Internet Services (OVIS) integration that supports restricted mode.
 - Out-of-the-box OpenView Performance Insight (OVPI) integration for displaying reports that are configured and deployed to your Performance Insight Web Access Server.
 - Out-of-the-box OpenView Reporter integration, including modules that display customer-segmented report data.
 - Tools for developing modules that integrate your own applications and data, such as extensions to the Generic module to support parameter editing and proxy web content from a management server and contributed integration modules.
- Provides a secure environment:

Features and Benefits of HP OpenView Service Information Portal

- Security through authentication and authorization.
- Flexible and extensible authentication.
- Proxy support that allows management systems to be protected behind firewalls.
- Provides for the use of Secure Socket Layer (SSL) Protocol for communication.
- Gives you a connection to your customers through the portal:
 - A message board that provides a way to communicate important information to your customers.
- Easy configuration and administration:
 - SIP Configuration Editor for (1) configuring connections between SIP and management products, and (2) Configuring users, roles, and management data filters.
 - SIP Administration Pages for (1) configuring and viewing the customer model, (2) configuring the message board, (3) configuring bookmarks, (4) logging in as another user, and (5) troubleshooting portal problems that may arise.
 - Portal view editing, including reordering of tabs and modules, and customizing the modules.
 - Support for distributed and shared configuration files.
 - Ability to conveniently add new modules through a drop-down list box at the bottom of the portal page.
 - A variety of portal skins based on cascading style sheets.
 - An online help system that explains the tasks that you can perform through the user interface. The help system changes content depending upon the edit permissions granted to the user.
 - Module-specific help that is fully customizable.
 - Sample XML configuration files that ease portal development.
- Integrates into your own environment:
 - Multiple SIP servers can share portal configuration.
 - Supports mobile devices, such as PDAs and cell phones.
 - Runs in non-English language environments.

Introduction

Features and Benefits of HP OpenView Service Information Portal

2 **Pre-Installation Tasks**

Checking System Requirements

Before starting, check that your system meets the minimum hardware and software requirements listed below. Refer, also, to the list of optional software packages that run with SIP.

Three sections follow: Windows 2000, HP-UX, and Solaris.

Windows 2000

Hardware Minimum Requirements

- Intel Pentium (or AMD) 200 Mhz processor-based computer (This is sufficient for a limited demonstration of SIP. For a full deployment, you will likely need to deploy SIP on a faster processor with more disk space and memory.)
- CD-ROM drive (for installation)
- 256 MB RAM (preferably 512 MB RAM)
- 250 MB free disk space on one drive (either FAT or NTFS)
- 256 MB free paging file space

Software Minimum Requirements

- TCP/IP Services installed and configured.
- Microsoft Internet Information Server (IIS) 5.0. On Windows 2000 Server, IIS should have been pre-installed. On Windows 2000 Professional, IIS/PWS is installable as an option from the Windows 2000 Professional CD. (Make sure you should have the latest Service Packs and hot fixes installed.)
- Microsoft Windows Scripting Host. Installed by default on Windows 2000 (Server and Professional). You can verify installation of the Windows scripting host by executing the command `wscript.exe`. If your system can find this file, the Windows Scripting Host has been installed.
- Java 1.3 Software Developers Kit (SDK), which includes the Java 1.3 Runtime Environment (RTE). You can obtain versions of the SDK Release Notes from the following location:

- <http://java.sun.com>
Java 2 SDK, Standard Edition v1.3
(You MUST install all required patches for the JDK.)

The Java 1.3 RTE by itself is not sufficient. It does not contain all of the libraries and executables required by SIP. The SIP installation process requires Java SDK 1.3, including the patches or services packs that are required by the SDK.

- Netscape Navigator web browser (version 4.8, or 6.2 and later) with JavaScript and cookies enabled, or Microsoft Internet Explorer web browser (version 5.5 and later) with JavaScript and cookies enabled.

Optional Software

SIP integrates with optional HP OpenView software. This software does not need to be installed on the same machine as SIP; in fact, some of the software that integrates with SIP runs only on UNIX systems.

- Secure web server (such as IIS under SSL mode).
- HP OpenView Network Node Manager versions 6.4, 6.31, 6.2, and 6.1 (each version requires the latest consolidated patch).

For NNM version 6.1, you also need the following ovalarmsrv patch: NNM_00701.

NNM patches are available at

<http://ovweb.external.hp.com/cpe/patches/nnm/nnm.html>

- HP OpenView Customer Views for NNM, version 1.1 (for NNM version 6.1), Customer Views version 1.2 (for NNM versions 6.2, NNM 6.31 and 6.4).
- HP OpenView Internet Services versions A.03.50, A.04.00, and A.04.50.
- HP OpenView Operations for UNIX versions A.06.x (with HP-UX 11.x patch PHSS_24264 or Solaris 2.x patch ITOSOL_00101) and A.07.x (HP-UX and Solaris).

Patches are available at

<http://ovweb.external.hp.com/cpe/patches/>

- HP OpenView Service Navigator versions A.06.x (with HP-UX 11.x patch PHSS_24741 or Solaris 2.x patch ITOSOL_00117) and A.07.x (HP-UX and Solaris).

Checking System Requirements

- HP OpenView Operations for Windows version 7.1.
- HP OpenView Service Desk 4.0 or 4.5.
- HP OpenView Performance Insight version 4.5.
- HP OpenView Reporter 3.0.

HP-UX

Hardware Minimum Requirements

- HP 9000 workstation, Series 700 or 800
- CD-ROM drive (for installation)
- 256 MB RAM (preferably 512 MB RAM)
- 250 MB free disk space on one drive
- 256 MB swap

Software Minimum Requirements

- HP-UX (versions 11.0 and 11.11), which includes:
 - The Common Desktop Environment (CDE)
 - X Windows and OSF/Motif
 - HP-UX patch PHSS_24303
- Java 1.3 Software Developers Kit (SDK), which includes the Java 1.3 Runtime Environment (RTE). You can obtain versions of the SDK Release Notes from the following location:
 - <http://www.hp.com/java> (**Important:** You must install all required patches for the JDK, or SIP will not work.)

The Java 1.3 RTE by itself is not sufficient. It does not contain all of the libraries and executables required by SIP. The SIP installation process requires Java SDK 1.3. You must install the patches or services packs that are required by the SDK. In particular, it is critical that you install HP-UX patch PHSS_24303, or SIP will not run.

- Netscape Navigator web browser (version 4.8) with JavaScript and cookies enabled.

Optional Software

SIP integrates with optional HP OpenView software. This software does NOT need to be installed on the same machine as SIP; in fact, some of the software that integrates with SIP does not run on HP-UX systems.

- If you want to use https, you will need a secure web server (such as Stronghold). For more information, navigate to the whitepaper: *Running SIP on a Stronghold 3.0 Secure Web Server* at <http://www.openview.hp.com>.
- Virtual windowing system software installed on SIP machine, in order to run on a console system that does not have a display. (Navigate to the whitepaper at <http://www.openview.hp.com>)
- HP OpenView Network Node Manager versions 6.4, 6.31, 6.2, and 6.1 (each version requires the latest consolidated patch).

For NNM 6.1, you also need the following ovalarmsrv patch:
PHSS_23840

NNM patches are available at

<http://ovweb.external.hp.com/cpe/patches/nnm/nnm.html>

- HP OpenView Customer Views for NNM, version 1.1 (for NNM version 6.1), Customer Views version 1.2 (for NNM versions 6.2, NNM 6.31 and 6.4).
- HP OpenView Internet Services A.03.50, A.04.00, and A.04.50.
- HP OpenView Operations versions A.06.x (with HP-UX 11.x patch PHSS_24264 or Solaris 2.x patch ITOSOL_00101) and A.07.x (HP-UX and Solaris).

Patches are available at

<http://ovweb.external.hp.com/cpe/patches/>

- HP OpenView Service Navigator versions A.06.x (with HP-UX 11.x patch PHSS_24741 or Solaris 2.x patch ITOSOL_00117) and A.07.x (HP-UX and Solaris).
- HP OpenView Operations for Windows version 7.1.
- HP OpenView Service Desk 4.0 and 4.5.
- HP OpenView Performance Insight version 4.5.
- HP OpenView Reporter 3.0.

Solaris

Hardware Minimum Requirements

- Sun SPARCstation
- CD-ROM drive (for installation)
- 256 MB RAM (preferably 512 MB RAM)
- 250 MB free disk space on one drive
- 256 MB swap

Software Minimum Requirements

- Solaris (versions 2.7 and 2.8) with semaphores enabled, and which includes:
 - The Common Desktop Environment (CDE)
 - X Windows and OSF/Motif
- Java 1.3 Software Developers Kit (SDK), which includes the Java 1.3 Runtime Environment (RTE). You can obtain versions of the SDK Release Notes from the following location:
 - <http://java.sun.com>
Java 2 SDK, Standard Edition v1.3

The Java 1.3 RTE by itself is not sufficient. It does not contain all of the libraries and executables required by SIP. The SIP installation process requires Java SDK 1.3. Install the patches or services packs that are required by the SDK.

- Netscape Navigator web browser (version 4.8) with JavaScript and cookies enabled.

Optional Software

SIP integrates with optional HP OpenView software. This software does NOT need to be installed on the same machine as SIP; in fact, some of the software that integrates with SIP does not run on Solaris systems.

- If you want to use https, you will need a secure web server (such as Stronghold). For more information, navigate to the whitepaper: *Running SIP on a Stronghold 3.0 Secure Web Server* at <http://www.openview.hp.com>.
- Virtual windowing system software installed on SIP machine, in order to run on a console system that does not have a display. (Navigate to the whitepaper at <http://www.openview.hp.com>)
- HP OpenView Network Node Manager versions 6.4, 6.31, 6.2, and 6.1 (each version requires the latest consolidated patch).
For NNM 6.1, you also need the following ovalarmsrv patch: PHOV_02909.

NNM patches are available at
<http://support.openview.hp.com/cpe/patches/>

- HP OpenView Customer Views for NNM, version 1.1 (for NNM version 6.1), Customer Views version 1.2 (for NNM versions 6.2, NNM 6.31 and 6.4).
- HP OpenView Internet Services versions A.03.50, A.04.00, and A.04.5.
- HP OpenView Operations versions A.06.x (with HP-UX 11.x patch PHSS_24264 or Solaris 2.x patch ITOSOL_00101) and A.07.x (HP-UX and Solaris).

Patches are available at
<http://ovweb.external.hp.com/cpe/patches/>

- HP OpenView Service Navigator versions A.06.x (with HP-UX 11.x patch PHSS_24741 or Solaris 2.x patch ITOSOL_00117) and A.07.x (HP-UX and Solaris).
- HP OpenView Operations for Windows version 7.1.
- HP OpenView Service Desk 4.0 and 4.5.
- HP OpenView Performance Insight version 4.5.
- HP OpenView Reporter 3.0.

Setting Environment Variables

You must set two environment variables prior to installing Service Information Portal.

Setting JAVA_HOME Environment Variable

Before you install SIP, you must set `JAVA_HOME` to the location where you installed the JDK1.3. In addition to being needed for proper installation and runtime behavior, `JAVA_HOME` needs to be set to run various SIP commands.

On Windows 2000

If the `JAVA_HOME` environment variable does not currently exist, set it to point to your Java SDK 1.3 directory.

The `JAVA_HOME` environment variable is set through the Control Panel: System Properties->Advanced tab->Environment Variables.

On UNIX

The process that starts the servlet engine (Tomcat) must have `JAVA_HOME` properly set. The environment variable `JAVA_HOME` must be set to point to your Java SDK 1.3 directory:

HP-UX: `JAVA_HOME=/opt/java1.3`

Solaris: `JAVA_HOME=/usr/j2se` OR `/usr/j2sdk1_3_0`

Setting the PATH Environment Variable

Before you install SIP, you must set the `PATH` environment variable to include a path to the `bin` directory of the JDK1.3. If you run the installer without a proper path to your JVM, the installer will fail and give the message that it cannot find a Java Virtual Machine.

On Windows 2000

- Through the Control Panel: System Properties->Advanced tab->Environment Variables (click [OK]), set your `PATH` to the `bin` directory of your JDK. For example, `%JAVA_HOME%\bin`

On HP-UX

- You can set the `PATH` by typing:
`export PATH="/opt/java1.3/bin:$PATH"`

On Solaris

- You can set the `PATH` by typing:
`export PATH="/usr/j2se/bin:$PATH"`
or `export PATH="/usr/j2sdk1_3_0/bin:$PATH"`

Setting SIP X Windows Server DISPLAY (UNIX only)

For the SIP installation to succeed, the `DISPLAY` variable must be set to point to an active X server, preferably one running on the SIP system itself.

NOTE

If an X server is not available on the system, follow the instructions in the whitepaper on virtual windowing system software, which you can navigate to from the following website: <http://www.openview.hp.com>

For installation to succeed, the following must be true:

1. The `DISPLAY` environment variable must be set to point to an active X server, preferably on the same system running SIP. For example:
`export DISPLAY=localhost:0`
2. The SIP system must have access permission to the X server referenced by the `DISPLAY` environment variable. In particular, the SIP process must have access to the display. SIP will run as the user “www” on HP-UX and “nobody” on Solaris. To test X display access for SIP, as the SIP user run an X program such as `xclock` or Netscape, using the desired `DISPLAY` setting. If necessary, use the `xhost` command to grant X display permissions.
3. The X display referenced by SIP must be open the entire time that SIP is running. That is, a user must be logged in on the display. Furthermore, if the display is ever locked or goes into a modal state, or if the user logs out, the display will not be accessible to SIP. For

Setting Environment Variables

this reason, it may be advisable to use a dedicated virtual windowing system. For details on the use of virtual windowing systems with SIP, refer to the whitepaper available at <http://www.openview.hp.com>.

NOTE

During the use of SIP, there are two cases in which the `DISPLAY` variable must be configured:

- When you start the servlet engine at reboot time.
- When you restart the servlet engine in a shell window.

The `DISPLAY` variable needs to be set in `/etc/rc.config.d/ovsip`.

Ensuring that Sufficient Disk Space is Available in the Temp (Tmp) Directory

The SIP installation process unpacks in the temporary directory (`\temp` on Windows, `/tmp` on UNIX). You need approximately 100 MB of disk space available in this directory for SIP to successfully install. You do not need this space to be available permanently, just for the installation process.

3 **Installation**

Installing HP OpenView Service Information Portal

This section describes how to install HP OpenView Service Information Portal on Microsoft Windows 2000, HP-UX, and Solaris.

NOTE

SIP 2.0 Users: You can choose one of the following options.

- Uninstall SIP 2.0 (Appendix B), and install SIP 3.0 as a clean SIP installation (explained in the current chapter).

On UNIX, you get a warning and then all files, including customized configuration files, are deleted from the system.

On NT, if you answer “yes” to a prompt, then all files, including customized configuration files, are deleted from the system.

- Install SIP 3.0 over SIP 2.0 (explained in the current chapter). This approach saves most of your customized configuration files in place. For detailed information on what gets preserved and what gets backed up, see “Preserving Customized Files During Reinstallation of SIP” on page 32.

On Windows 2000

This procedure explains how to install Service Information Portal on a local system.

NOTE

Make sure you installed the Java 1.3 SDK, including the Java 1.3 Runtime Environment, and set the `JAVA_HOME` environment variable before you install SIP. See Chapter 2, “Pre-Installation Tasks,” on page 17.

1. Using an account that has Administrator privileges, go to the `Windows` folder on the Service Information Portal CD-ROM product disk and run `setup.exe`.

2. When InstallAnywhere appears, follow the steps in the wizard to complete the installation:
 - a. Choose the Installation Directory:
When prompted to select the installation path, select a location that has sufficient disk space.
 - b. Choose the Java Virtual Machine:
The installation process will detect the JVMs installed on your machine and select the first one that is set in `$JAVA_HOME`.
 - From the list, choose a JVM that meets the following criteria: (1) JDK version 1.3, which provides a JVM with a JAVA executable that can run Tomcat and Apache; (2) Preferably, a JVM that you have downloaded from Sun. (Try to avoid choosing the Microsoft JVM.)
 - To choose a JVM that is not on the list, click [Choose Another].
 - To have the installation program take a second pass at searching for JVMs, click [Search For Others].
 - c. When the installation is complete, go to the next chapter of this manual to perform post-installation tasks and verify that the installation was successful.

NOTE

FYI: Upon installation, SIP configures the Tomcat servlet engine to run on port 8007. The IIS Admin Service web server will be running on the port on which your administrator configured it. (By default, port 80.)

On HP-UX and Solaris

This procedure explains how to install Service Information Portal on a local system.

NOTE

Make sure you installed the Java 1.3 SDK, including the Java 1.3 Runtime Environment, and set the `JAVA_HOME` environment variable before you install SIP. See Chapter 2, “Pre-Installation Tasks,” on page 17. Also, make sure the `DISPLAY` is set, as described on “Setting SIP X Windows Server `DISPLAY` (UNIX only)” on page 25.

1. Log in as `root` to the system where you will install the SIP software.
2. Insert your Service Information Portal CD-ROM product disk.
3. If you need to mount the CD-ROM, do so by typing:

```
/etc/mount /dev/dsk/device_name /cdrom  
where device_name is the specific name of your CD drive.
```

4. Use the `cd` command to change to the `/cdrom` directory.
5. Go to the `Unix` folder on the CD and start the installation program by typing:
setup
6. When `InstallAnywhere` appears, follow the steps in the wizard to complete the installation:

- Choose the Java Virtual Machine:

The installation process will detect the JVMs installed on your machine and select the first one that is set in `$JAVA_HOME`.

- From the list, choose a JVM that meets the following criteria: (1) JDK version 1.3, (2) A JVM with a `JAVA` executable that can run Tomcat and Apache; (3) Preferably, a JVM that you have downloaded from Sun. (Try to avoid choosing the Microsoft JVM.)
- To choose a JVM that is not on the list, click [Choose Another].
- To have the installation program take a second pass at searching for JVMs, click [Search For Others].

- When the installation is complete, go to the next chapter of this manual to perform post-installation tasks and verify that the installation was successful.

NOTE

FYI: Upon installation, SIP configures the Tomcat servlet engine to run on port 8007 and the Apache web server to run on port 80.

Preserving Customized Files During Reinstallation of SIP

For the purposes of reinstallation, there are three types of files:

- Customizable files that were installed with a previous SIP installation.
- New files that you have created since the SIP installation.
- Files not likely to have been customized and that the SIP installation must override so that SIP 3.0 will work as documented.

Customizable Files

Of the files installed previously, the following types of configuration files will NOT be overwritten during reinstallation of SIP. The SIP 3.0 versions of these files will be available to you in the `/newconf` directory.

- User logins and password (`/etc/passwd`)
- GIF images for Skins (`htdocs/Skins`)
- JSPs (`webapps/ovportal/jsp`)
- `OVPortalConfig.xml` (`conf/framework`)
- LDAP configuration file (`conf/share/authentication`)
- Customer model XML files (`conf/share/organizations`)
- Portal view files (`conf/share/views`)
(With the exception of `cannedDemo.xml`)
- Module configuration files (`conf/share/modules`)
- XML for the default modules (`registration/defaults`)
- XML configuration files (in directories under the `/conf` directory)

The location of the `/newconfig` directory is:

Windows 2000: `%SIP_HOME%\newconfig`

UNIX: `/opt/OV/SIP/newconfig`

Files Not Likely to Have Been Customized

Of the files installed previously, the following types of configuration files will be overwritten during reinstallation of SIP. However, they will be preserved for you in the `/oldconfig` directory.

- DTDs (`conf/share`)
- XSL (`conf/styles`)
- Java classes (`webapps/ovportal/WEB-INF/classes`)
- Module registration files (`/registration`)
- Contributed integrations (`/integrations`)
- SIP logos and Module icons (`htdocs/C/images`)
- Files that make up the SIP Demo (`htdocs/C/demo`)
- HTML help files (`htdocs/C/help`)
- Whitepapers (`htdocs/WhitePapers`)

The location of the `/oldconfig` directory is:

Windows 2000: `%SIP_HOME%\oldconfig`

UNIX: `/opt/OV/SIP/oldconfig`

To Preserve Your Customized Files

1. Merge new SIP 3.0 files or parts of files located in the `/newconfig` directory into the files that were not overwritten.
2. Copy back or merge the files that were overwritten and stored in `/oldconfig` into the new SIP 3.0 files that were installed.

4 Post-Installation Tasks

Changing the Port for the Apache Web Server Used By SIP (UNIX only)

When you install SIP, the Apache web server is installed and configured to run on port 80. If you have a web server already running on port 80, you need to change the port for the SIP web server before SIP will run. This applies only for HP-UX and Solaris.

1. Edit the following file:

```
/opt/OV/SIP/apache/conf/httpd.conf
```

2. Search for `Port`, and change 80 to whatever port you want to use for Apache.
3. Save and close the file.
4. As root, stop and restart the web server and servlet engine by typing the following. (The `DISPLAY` variable must be configured prior to restarting the web server and servlet engine.)

```
Stop on HP-UX: /sbin/init.d/ovsip stop
```

```
Start on HP-UX: /sbin/init.d/ovsip start
```

```
Stop on Solaris: /etc/init.d/ovsip stop
```

```
Start on Solaris: /etc/init.d/ovsip start
```

NOTE

Now when you access the Service Information Portal, use the following URL, where `port` is the configured web server port for SIP:

```
http://<yourhostname:port>/ovportal
```

If you are going to run SIP with a secure web server, the URL for accessing SIP is:

```
https://<yourhostname:port>/ovportal, where port is the one chosen in step 2 above.
```

Increasing Kernel Parameters (HP-UX only)

On HP-UX 11.x, the kernel configuration parameter *max_thread_proc* defaults to 64. This sets the limit on the number of current web interface sessions (that is, customers who can simultaneously access HP OpenView Service Information Portal). (Similarly configured Sun machines allow up to 2048 threads per process.) A basic recommended change is to increase the kernel parameter *max_thread_proc* to 2048. The maximum value allowed might be constrained by *nproc* being too low. This value can be increased by modifying the parameter *maxusers* to approximately 200.

Setting the SIP_HOME Environment Variable (Windows Only)

SIP_HOME is set by the installation process on Windows. If you are installing SIP on UNIX, this environment variable is not needed and there is nothing you need to do.

However, right after installation on Windows, SIP_HOME will not be set in your shell or DOS command window. There are two ways to ensure that SIP_HOME is set:

- Log out and back in to your Windows system.
- Verify the environment variables through the GUI:

Windows 2000: Bring up the System Properties dialog, select the Advanced tab, select Environment Variables, and then click [OK].

After this step, SIP_HOME will be set in any new shell or DOS command window you bring up.

NOTE

After you log in to SIP for the first time, SIP_HOME will be appropriately set.

Setting the PATH Environment Variable

After you install SIP, you can optionally set the `PATH` environment variable to include a path to the SIP `bin` directory. This lets you easily run SIP commands without typing the full path name.

On Windows 2000

- Add the following to your `PATH` variable:
`%SIP_HOME%\bin`

On HP-UX and Solaris

- Add the following to your `PATH` variable:
`/opt/OV/SIP/bin`

Configuring the DISPLAY Variable (UNIX only)

SIP relies on Java's Abstract Windows Toolkit (AWT) to generate graphical images. On UNIX, the AWT requires the presence of a running X windows server. Consequently, at SIP startup, the `DISPLAY` environment variable must be set to point to an active X server, preferably on the same system running SIP.

After installing SIP, if you haven't already done so, set the `DISPLAY` variable in `/etc/rc.config.d/ovsip`.

During the use of SIP, there are two cases in which the `DISPLAY` variable must be configured:

- When you start the servlet engine at reboot time.
- When you restart the servlet engine in a shell window.

For instructions, see "Setting SIP X Windows Server `DISPLAY` (UNIX only)" on page 25.

Verifying the Installation

1. To verify that the installation was successful, open a browser window and enter the URL that starts SIP:

`http://<yourhostname>/ovportal`

NOTE

Windows only: You can also start SIP by selecting:
Start->Programs->HP OpenView->Service Information
Portal->Service Information Portal

NOTE

UNIX only: If you configured the SIP web server to a port other than 80, use the following URL instead, where port is the configured web server port for SIP:

`http://<yourhostname:port>/ovportal`

If you are going to run SIP with a secure web server, you must use https instead of http:

`https://<yourhostname:port>/ovportal`

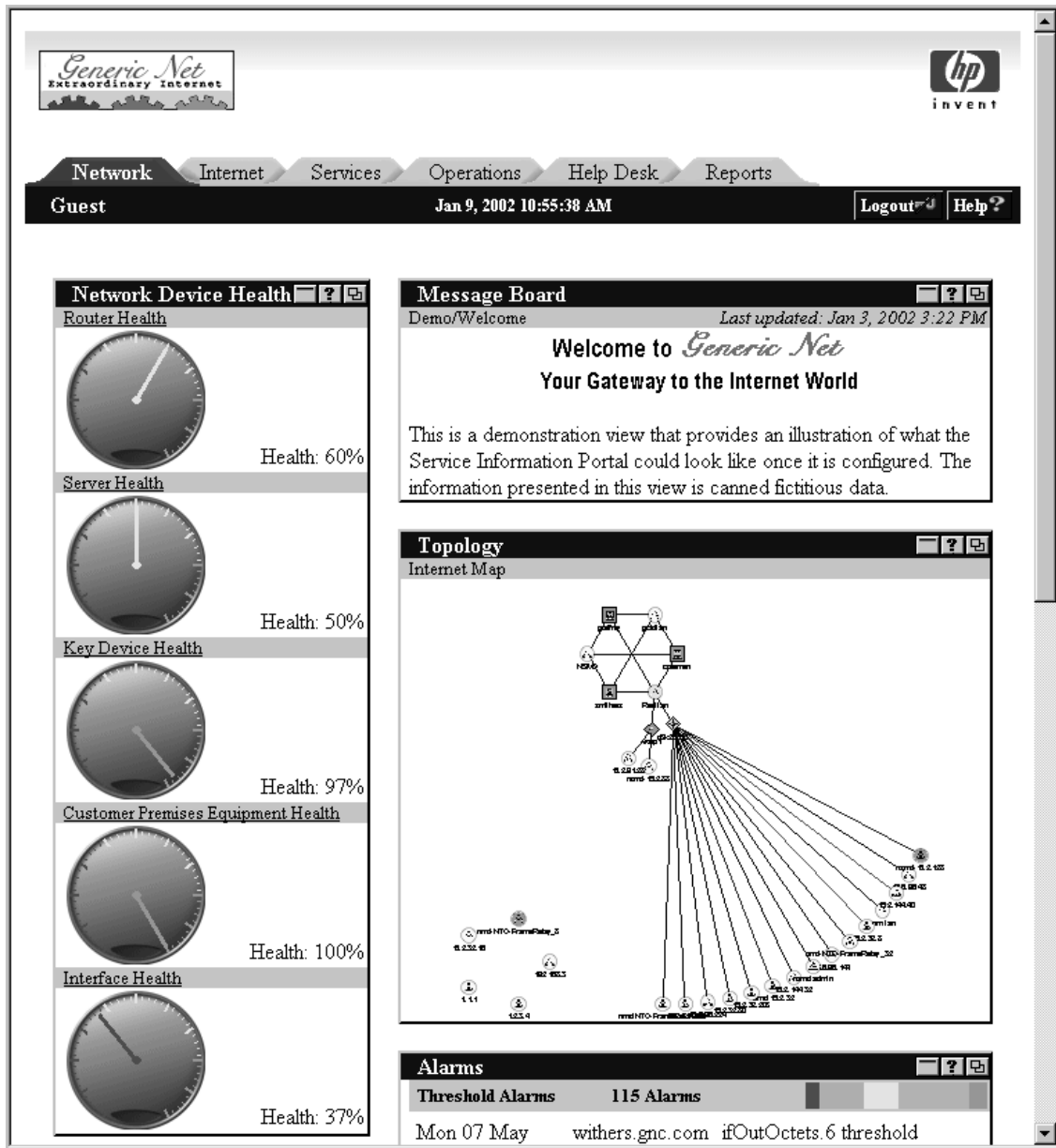
2. At the SIP login page, type **guest** and click [Login]. The canned demo portal shown in Figure 4-1 on page 43 should appear.

If you do not get the SIP login page or if the demo portal does not appear, see Appendix A, “Troubleshooting the Installation of Service Information Portal,” on page 45.

Post-Installation Tasks

Verifying the Installation

Figure 4-1 Demo Portal with “guest” Login



Post-Installation Tasks
Verifying the Installation

Troubleshooting Problems That Occur During Installation

If SIP does not run as expected after installation, begin your troubleshooting by following the steps in this section.

NOTE

FYI: Upon installation, SIP configures the Tomcat servlet engine to run on port 8007 and the Apache web server (on UNIX) to run on port 80.

NOTE

Windows Only: If the installation was successful but SIP doesn't launch, confirm that `cscript.exe` and `wscript.exe` are installed in the `\WINNT\System32` folder.

1. Look for errors in the following logs:

- *Windows 2000:*
`%SIP_HOME%\install\postinst.log`
- *UNIX:*
`/opt/OV/SIP/install/postinst.log`
`/tmp/postinstall.out`

2. Make sure the servlet engine is running.

- *Windows 2000:*
In the Control Panel, select Administrative Tools, then Services, and check the status of Tomcat. If the process is not running, select Tomcat and click [Start]. Alternatively, you can use the command line: `net stop tomcat` and `net start tomcat`.

If this fails, you can attempt to start it from a `.bat` file and observe the output:

From the command line, go to the following directory:

`%SIP_HOME%\tomcat\bin`

Type: `startup.bat`

If Tomcat does not start, record any error messages that are output, and call support.

- *UNIX*: To make sure the servlet engine is running:

Make sure `JAVA_HOME` has been properly set.

Run `/opt/OV/SIP/tomcat/bin/startup.sh`

If a page is displayed, then Tomcat is functioning properly.

3. If Tomcat is running but you get an error when you request the SIP URL (`http://<yourhostname>/ovportal`), review the following:

- Make sure that web server (IIS Admin Service on Windows and Apache on UNIX) is running correctly. To do so, go to the URL `http://<yourhostname>:80`
- On Windows, verify that the Tomcat filtering DLL is properly loaded in IIS:
 - a. Go to Control Panel ->Administrative Tools -> Internet Services Manager.
 - b. Right-click on your Internet Information Server then choose Properties. In Master Properties, with WWW Service selected, click [Edit].
 - c. Select the ISAPI Filters tab, check the Status of the Filter Name: Tomcat.
- Verify that you installed SIP according to the installation instructions, and if you did, then call support.

4. When starting SIP, if you get a login page but cannot log in as “guest” try the following:

- Check the `roles.log` file for any errors.

Windows 2000: `%SIP_HOME%\log\roles.log`

UNIX: `/opt/OV/SIP/log/roles.log`

- Run `create_role_db` to make sure the roles database is created. (On UNIX, make sure you have sufficient file permissions to write to the `/opt/OV/SIP/conf/share/roles` directory.)

NOTE

For the command to work from outside the `bin` directory, add the following to your `PATH` variable:

Windows 2000: `%SIP_HOME%\bin`

UNIX: `/opt/OV/SIP/bin`

-
- Correct any errors that are detected, and run the command repeatedly until the `roles` directory is created.

HP-UX Only: Apache Server Not Running After Install

Symptom:

When you try to start SIP after installation, you get an error message indicating that the server is not responding and that it may be down.

Problem:

The SIP installation process did not start the Apache web server.

Solution 1:

Start the web server and SIP by typing `/sbin/init.d/ovsip start`.

If you get the following message, everything is okay:

Message:

```
Attempting to start Web Server...
/opt/OV/SIP/apache/bin/apachectl start: httpd started
Web Server has been started.
Starting Servlet Engine.
Using classpath:
.:/opt/OV/SIP/tomcat/./webapps/ovportal/WEB-INF/lib/xerces.jar:/opt/OV/SIP/tomc
at/./webapps/ovportal/WEB-INF/lib/pja.jar:/opt/OV/SIP/tomcat/lib/ant.jar:/opt/O
V/SIP/tomcat/lib/jasper.jar:/opt/OV/SIP/tomcat/lib/jaxp.jar:/opt/OV/SIP/tomcat/l
ib/parser.jar:/opt/OV/SIP/tomcat/lib/servlet.jar:/opt/OV/SIP/tomcat/lib/test:/op
t/OV/SIP/tomcat/lib/webserver.jar:/opt/java1.3/lib/tools.jar

#
Starting tomcat. Check logs/tomcat.log for error messages
No apps in webapps/
2001-11-28 14:52:50 - ContextManager: Adding context Ctx( /ovportal )
2001-11-28 14:52:51 - PoolTcpConnector: Starting HttpConnectionHandler on 8080
2001-11-28 14:52:51 - PoolTcpConnector: Starting Ajp12ConnectionHandler on 8007
```

Solution 2:

Start the web server and SIP by typing `/sbin/init.d/ovsip start`.

If you get the following error message, SIP cannot start Apache because an older loader library is installed on your HP-UX machine.

Error Message:

```
Attempting to start Web Server...
/usr/lib/dld.sl: Unresolved symbol: dlclose (code) from
/opt/OV/SIP/apache/modules/mod_jk.so
/usr/lib/dld.sl: Unresolved symbol: dlopen (code) from
/opt/OV/SIP/apache/modules/mod_jk.so
/usr/lib/dld.sl: Unresolved symbol: dlerror (code) from
/opt/OV/SIP/apache/modules/mod_jk.so
/usr/lib/dld.sl: Unresolved symbol: dlsym (code) from
/opt/OV/SIP/apache/modules/mod_jk.so
Syntax error on line 10 of /opt/OV/SIP/apache/conf/jk.conf:
Cannot load /opt/OV/SIP/apache/modules/mod_jk.so into server: Unresolved
external
/opt/OV/SIP/apache/bin/apachectl start: httpd could not be started
EXIT CODE: 3

Web Server failed to start.
Examine /opt/OV/SIP/apache/logs/error_log

Starting Servlet Engine.
Tomcat already started
```

Fix the problem by installing HP-UX patch PHSS_24303.

To download the patch:

1. Go to <http://www.hp.com/java>
2. Follow the Patches link.
3. Follow the link to get to the Patches Database at the IT Resource Center website.

Solution 3:

The problem may be that another web server is running on port 80 when you install on UNIX. Make sure this is not the case.

B Uninstalling SIP

Uninstalling HP OpenView Service Information Portal

When SIP is uninstalled, all files and directories are removed, including any files that you added or customized. If you want to save your customized files, install SIP 3.0 over your SIP 2.0 installation, as described in “Installing HP OpenView Service Information Portal” on page 28.

NOTE

After uninstalling SIP, you may find that some installation logs remain on the file system. If you prefer to remove them, go to the SIP home directory and delete them.

On Windows 2000

The state of your IIS Admin Service after uninstall will be the same as before uninstall.

1. Start: Settings->Control Panel->Add/Remove Programs.
2. Scroll down and select the version of SIP that you want to uninstall, and click [Add/Remove].
3. A prompt indicates that all files will be removed. Answer “yes” to continue uninstalling SIP.

On HP-UX and Solaris

1. As root, uninstall the software by running the command:
`/opt/OV/SIP/install/removesip`
2. When prompted to continue with the removal, type “y” and press **Enter**.

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